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CONFIRMATION NO. 2840

SERIAL NUMBER 10/015,380	FILING DATE 12/12/2001 RULE	CLASS 379	GROUP ART UNIT 2645	ATTORNEY DOCKET NO. AUS920010824US1
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** CONTINUING DATA

None AH

** FOREIGN APPLICATIONS

None AH

IF REQUIRED, FOREIGN FILING LICENSE GRANTED

** 01/28/2002

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR	SHEETS	TOTAL	INDEPENDENT
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after	COUNTRY	DRAWING	CLAIMS	CLAIMS
Verified and Acknowledged Examiner's Signature: <i>Alan Hoosain</i> Initials: <i>AH</i>	TX	9	50	12

ADDRESS

43307
 IBM CORP (AP)
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 78716

TITLE

Managing caller profiles across multiple hold queues according to authenticated caller identifiers

FILING FEE	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time)
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